



## Amtrak Cascades Ridership and Station On-Off Information

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Amtrak and the Washington State Department of Transportation (WSDOT) measure the public's use of Amtrak Cascades in two different ways. The first is ridership, which measures how many people are riding the train each year. The second is station on-offs, which measure passenger volumes per station. Both of these measurements are important, yet different.

### What's the difference between ridership and station on-offs?

The best way to distinguish between ridership and station on-offs is to keep in mind where the counting is taking place. Ridership is a measurement that is made **on the train**. Station on-offs are measurements that are made **at the station**.

### Amtrak Cascades Ridership

#### How is ridership calculated?

Ridership measures the number of people who are riding on Amtrak Cascades, which travels from Vancouver, B.C., to Eugene, Oregon. This measurement is calculated by counting the number of tickets sold for each train, each day. This number is then converted into monthly and annual totals for each train and for the entire Amtrak Cascades service.

#### What is it used for?

Ridership tells Amtrak, WSDOT, policymakers, and the public how popular Amtrak Cascades is with the traveling public, whether for an individual train or the system as a whole. It helps Amtrak and WSDOT plan for future service, manage revenues, develop marketing strategies, and set performance goals.

#### Why is Amtrak Cascades ridership on the rise?

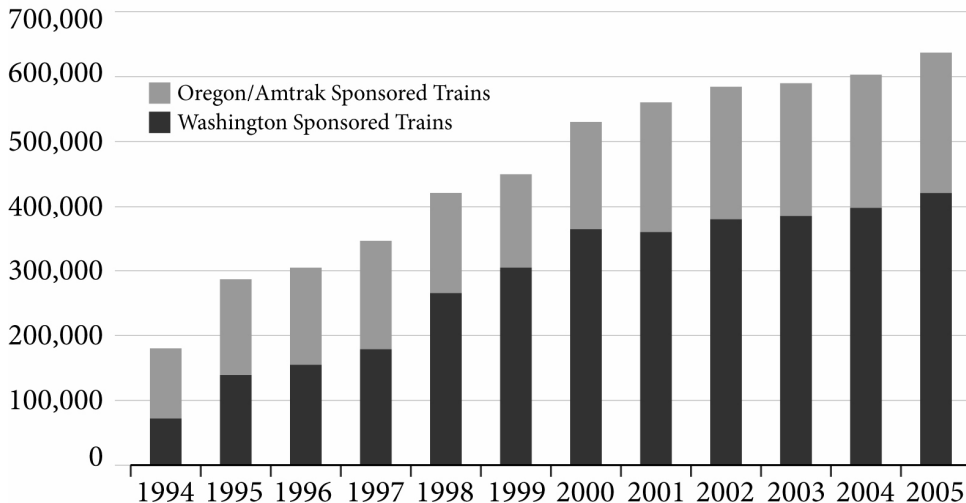
We credit the steady increase in Amtrak Cascades ridership to a combination of factors including:

- increased train frequency;
- reduced train travel times;
- increased highway congestion;

- increased gasoline prices;
- customer service improvements;
- smart, local marketing and promotion;
- custom-built Euro-style trains; and
- station improvements.

## **Amtrak Cascades Annual Ridership 1994-2005**

*Number of Passengers*



Source: Amtrak and WSDOT Rail Office.

## **Amtrak Station On-Offs for the Pacific Northwest, 1993 to 2005**

### **How are station on-offs calculated?**

Passenger volumes per station, or station on-offs, measure the number of people using a specific train station. This is calculated by counting the number of people who get on and off the trains at each station each day, which is then converted into monthly and annual totals for each location.

### **What is it used for?**

Station on-offs measure ridership distribution per station and show which city origins and destinations are the most popular with train riders. This measurement can help local governments and business owners gain a better understanding of the volumes of people using the community's train station. This understanding supports local planning efforts for increased tourism, new business development, better land use, and improved connections with other types of transportation.

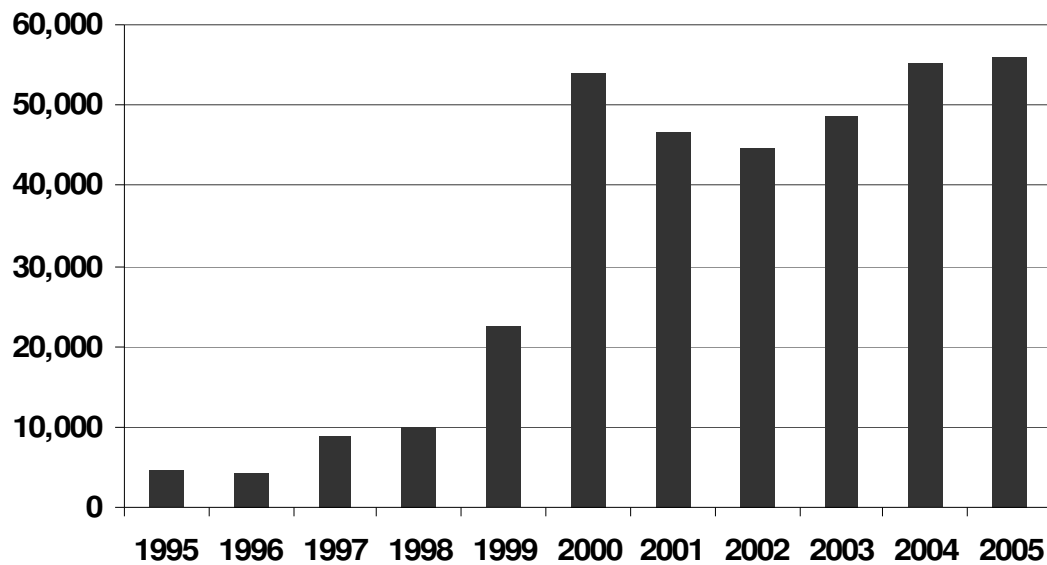
## Annual Data

Review the following charts to get annual data about the number of people who got on and off Amtrak trains at each listed station from 1994 to 2004.

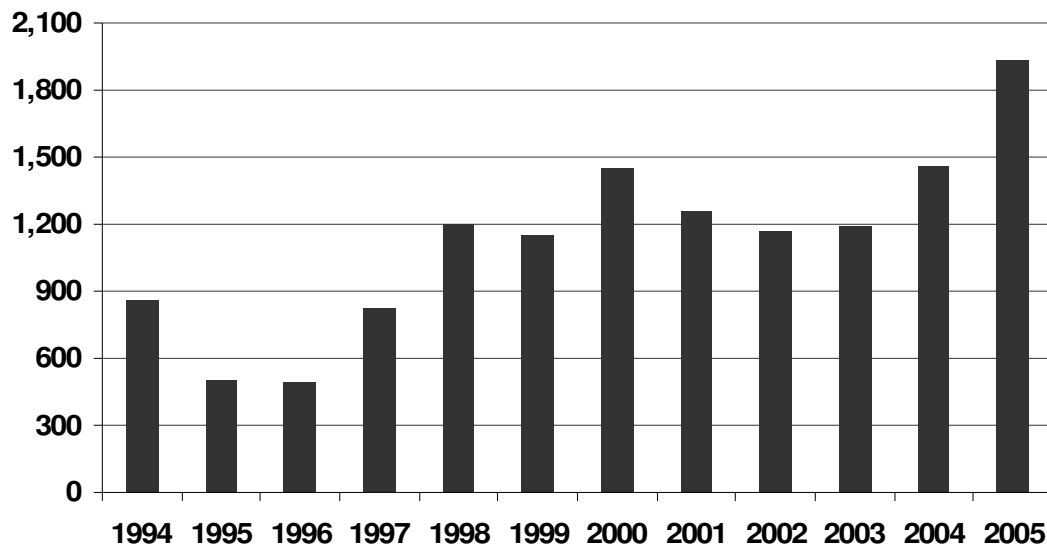
Please note: There was no Amtrak service to Mt. Vernon/Burlington, Bellingham, and Vancouver, B.C. in 1994. Also, some stations were opened after Amtrak Cascades service began in 1993.

### Washington State stations:

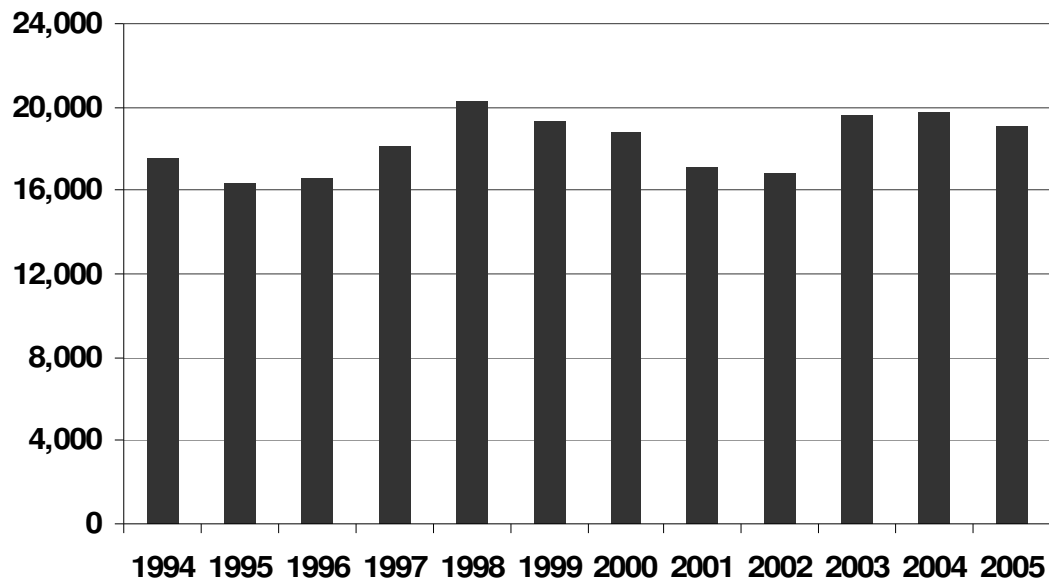
#### Bellingham



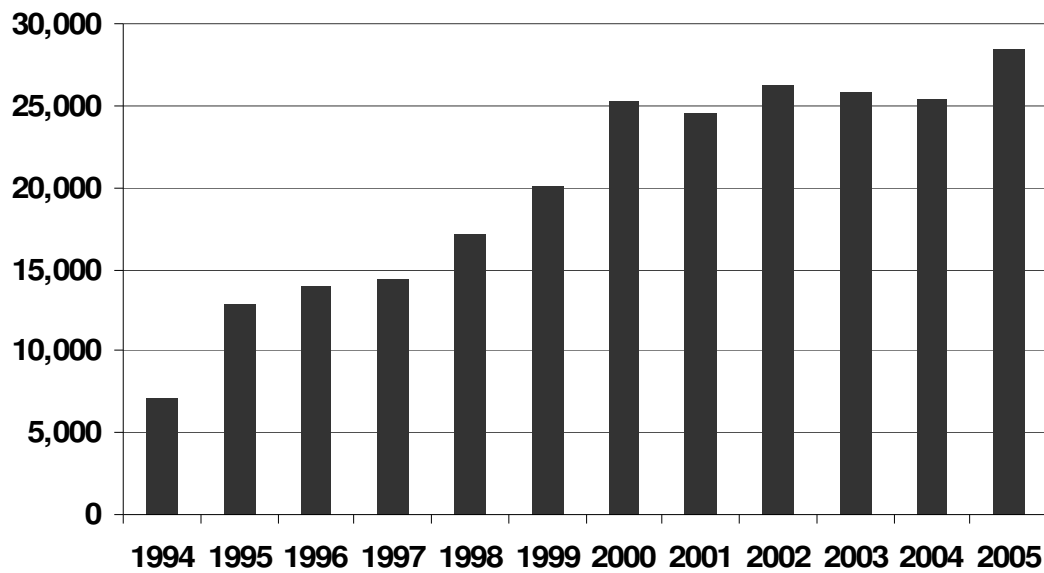
#### Bingen/White Salmon



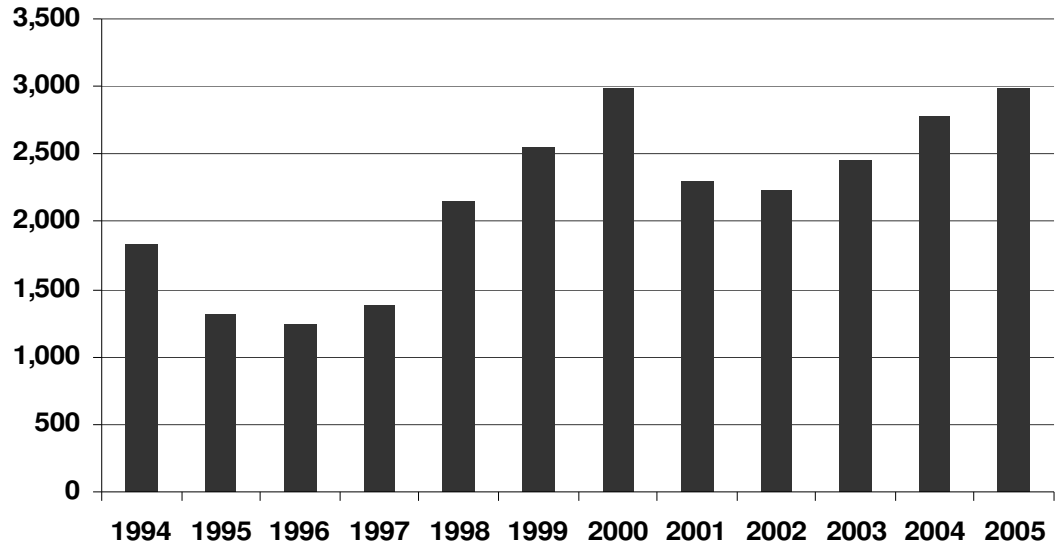
### Centralia



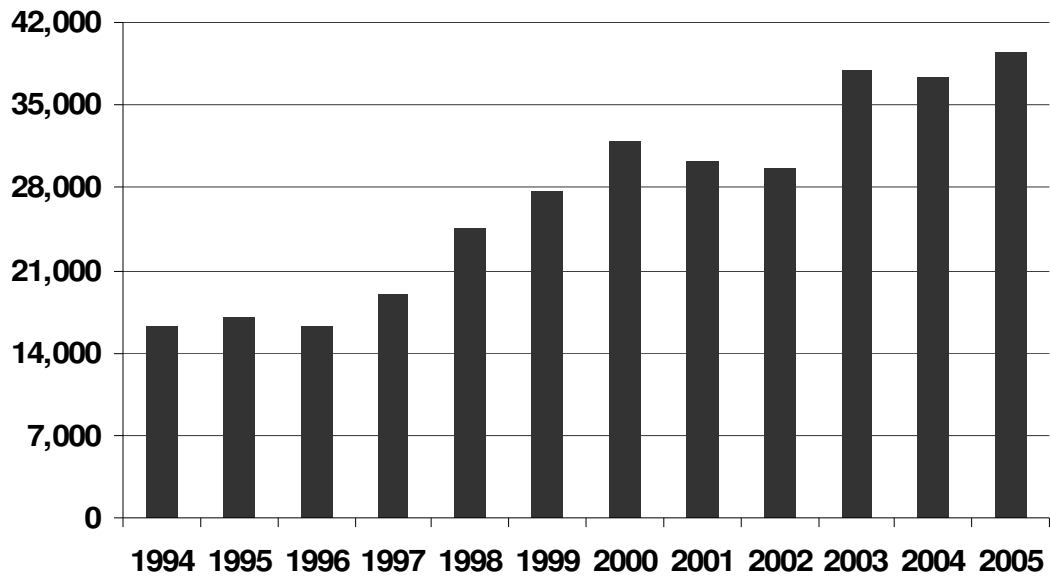
### Edmonds



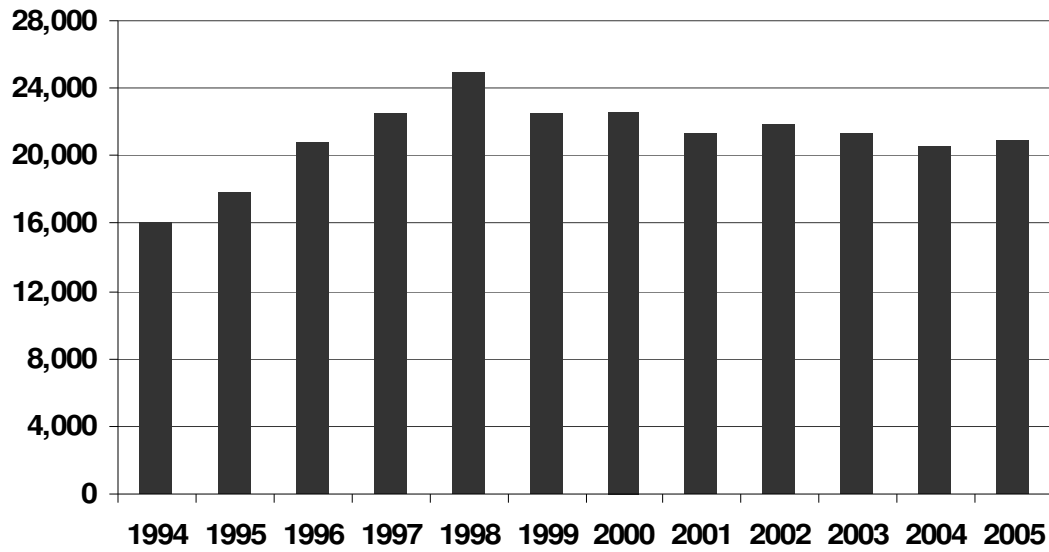
## Ephrata



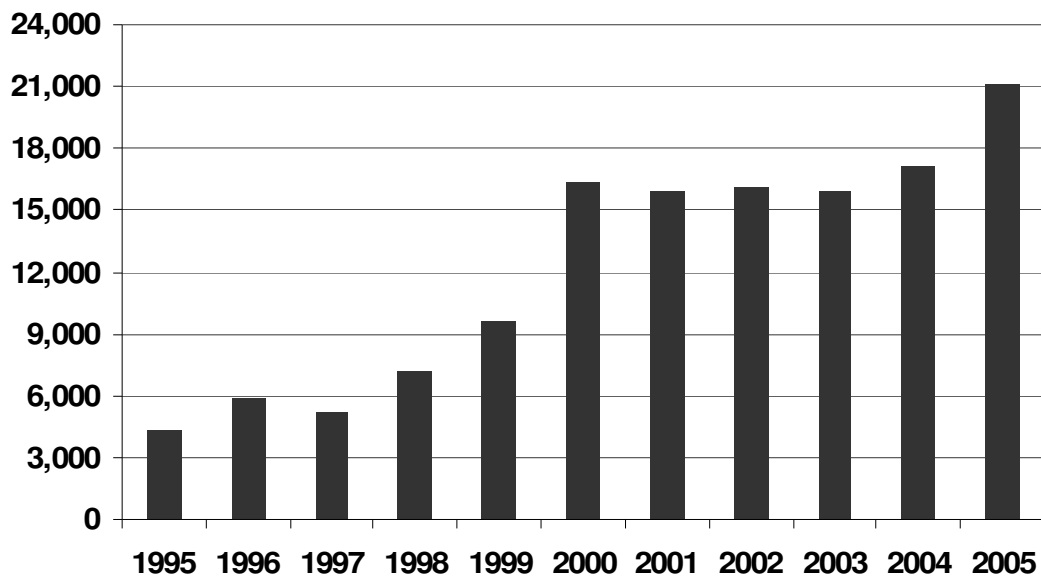
## Everett



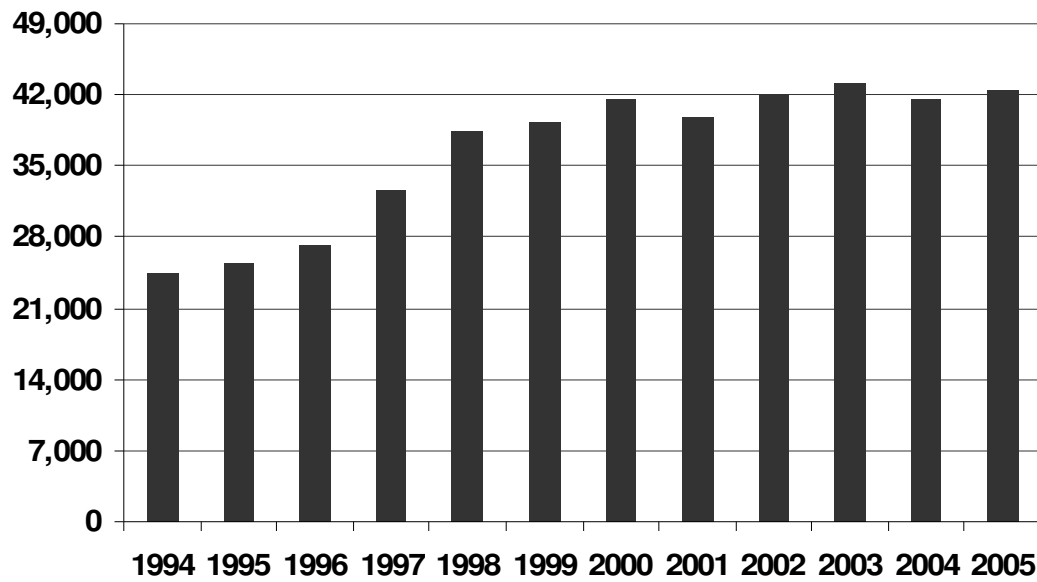
### Kelso/Longview



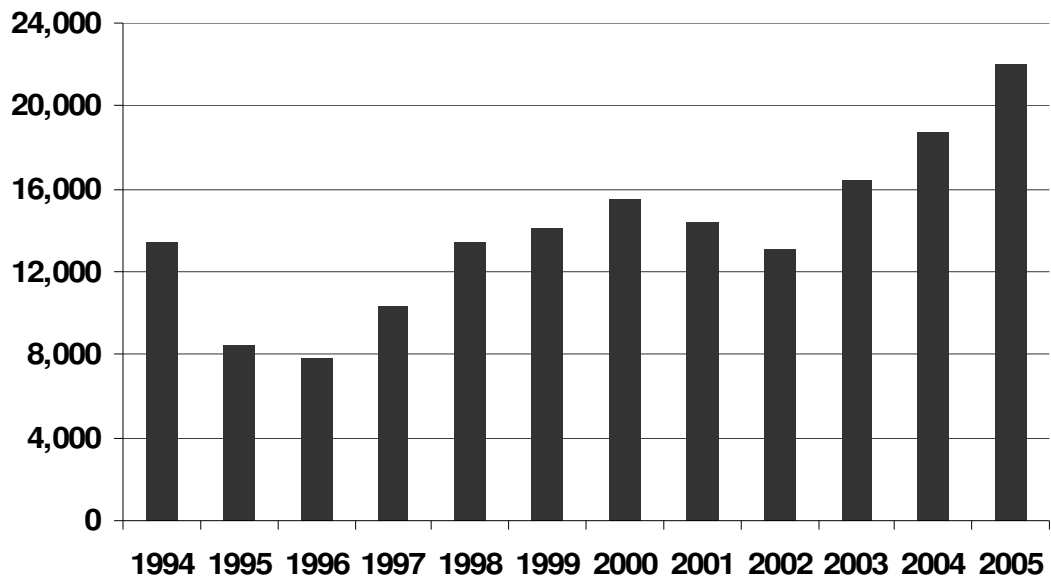
### Mount Vernon/Burlington



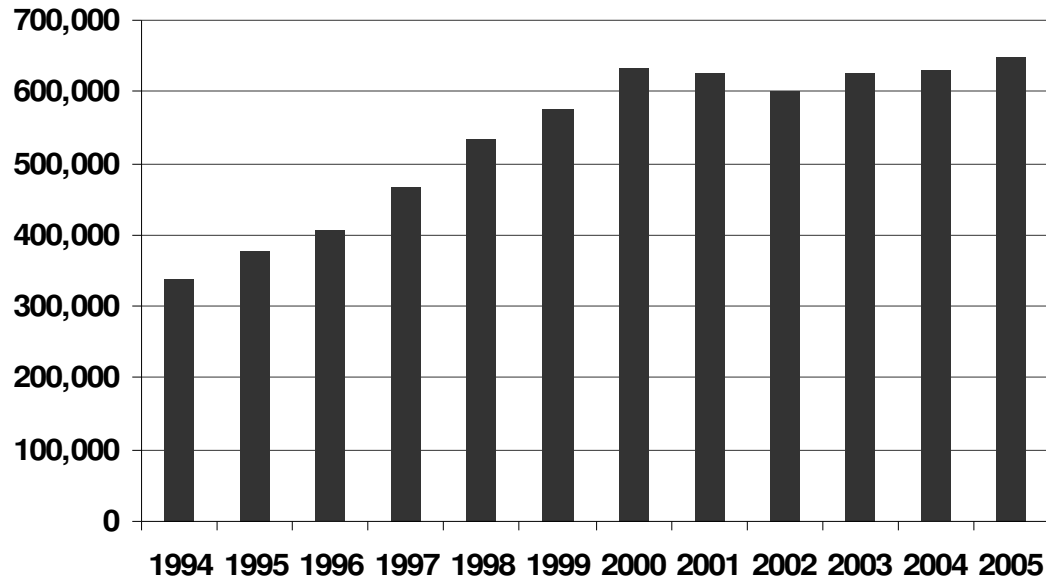
### Olympia/Lacey



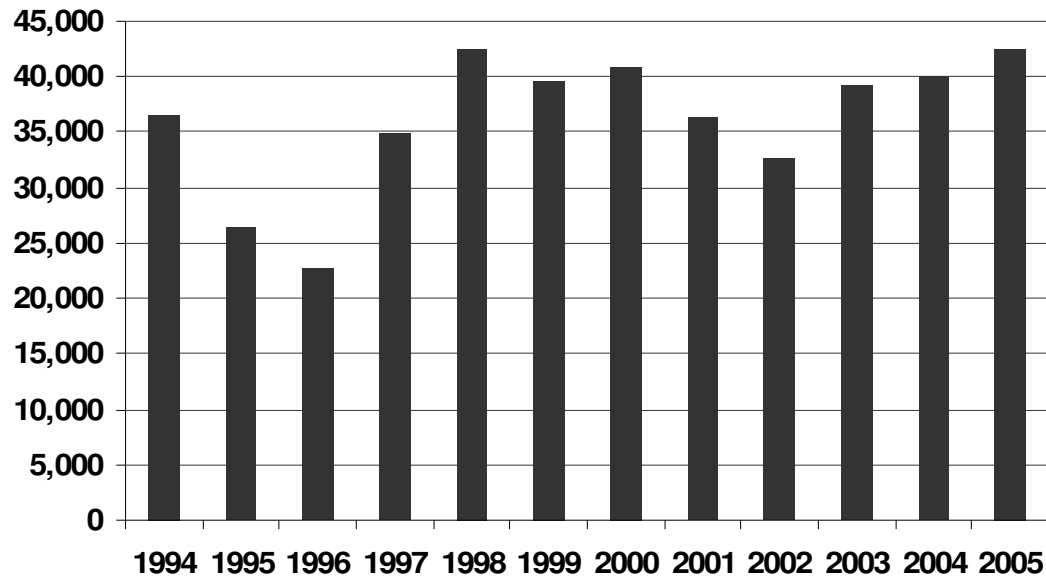
### Pasco



## Seattle

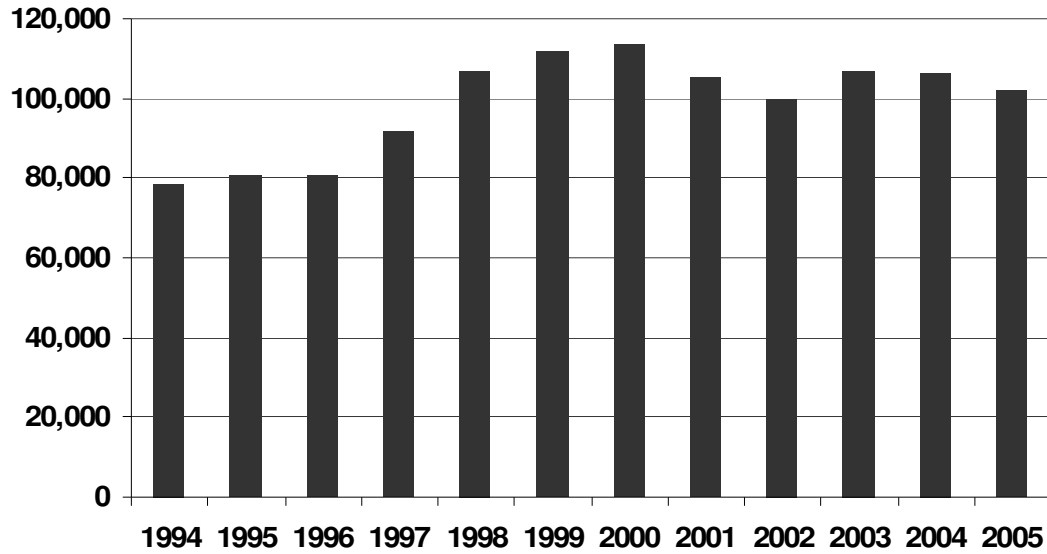


## Spokane

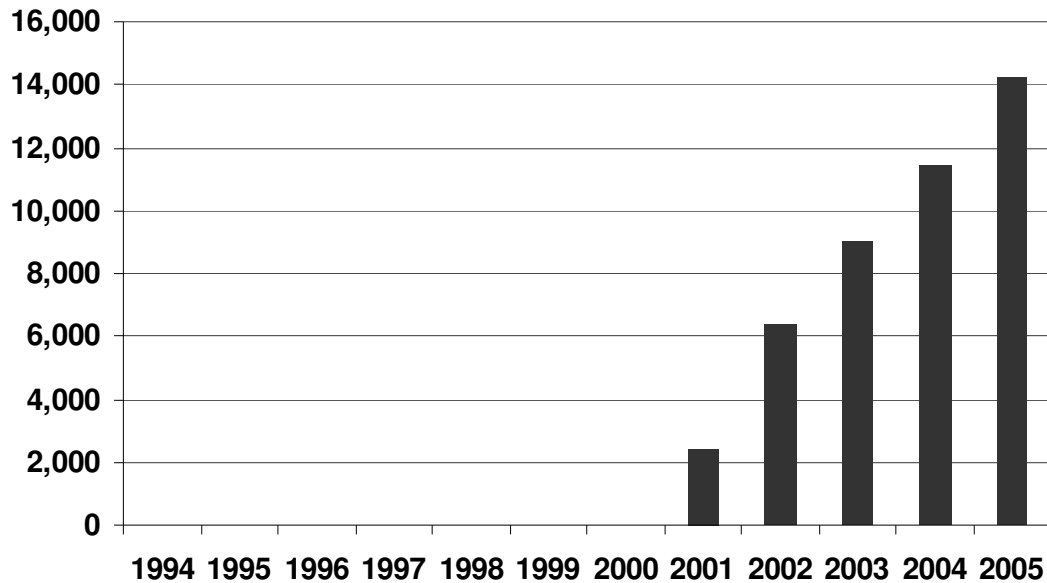




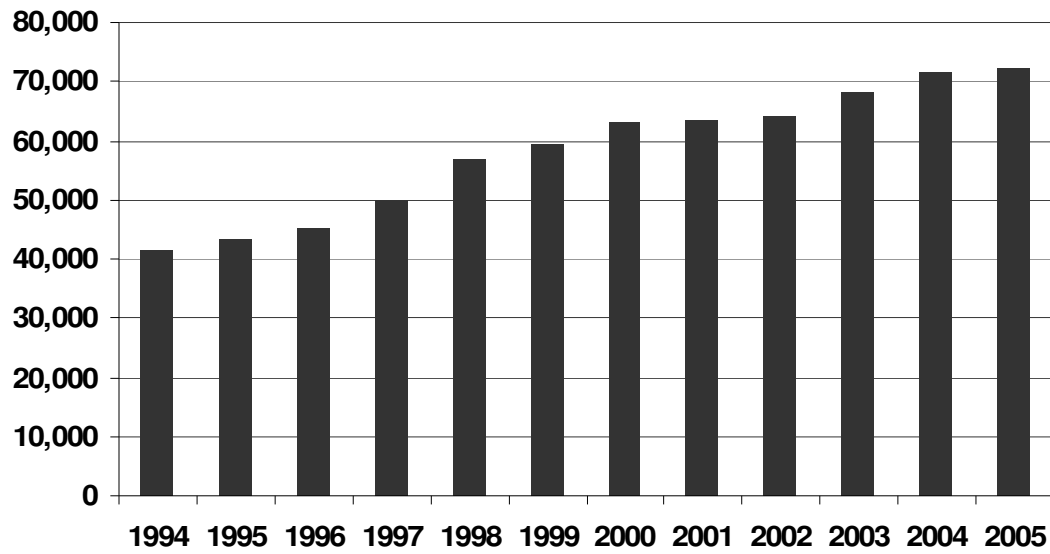
### Tacoma



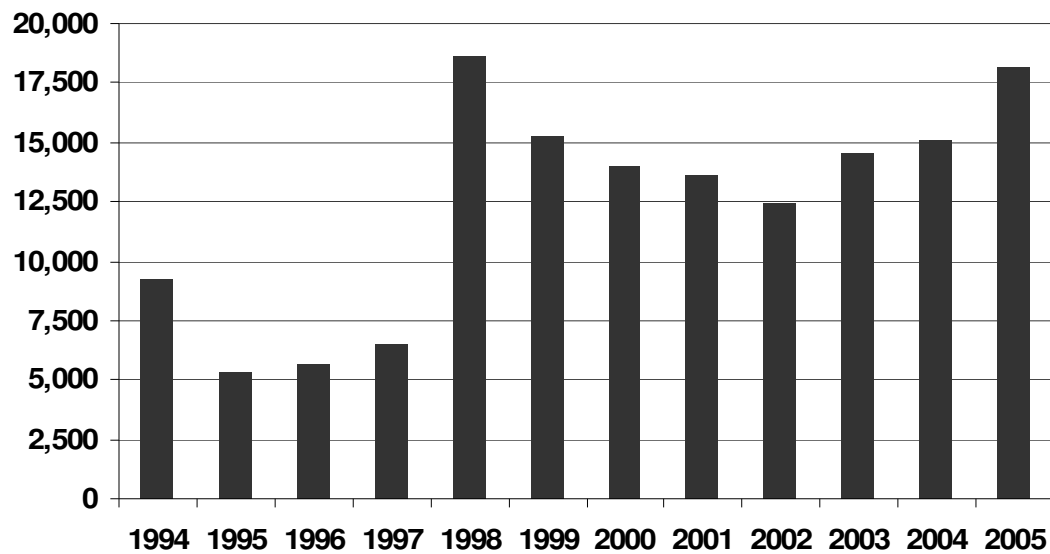
### Tukwila



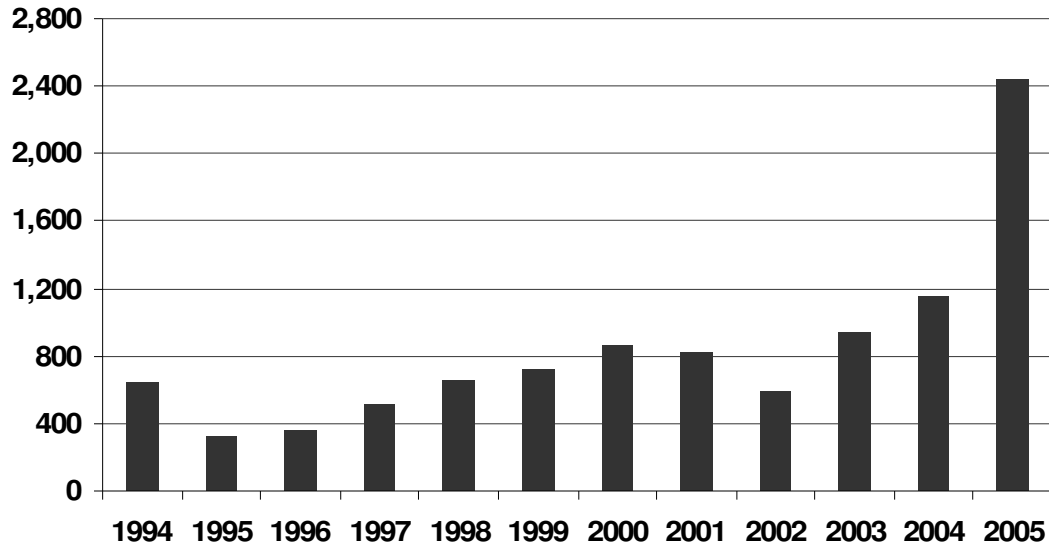
### Vancouver, WA



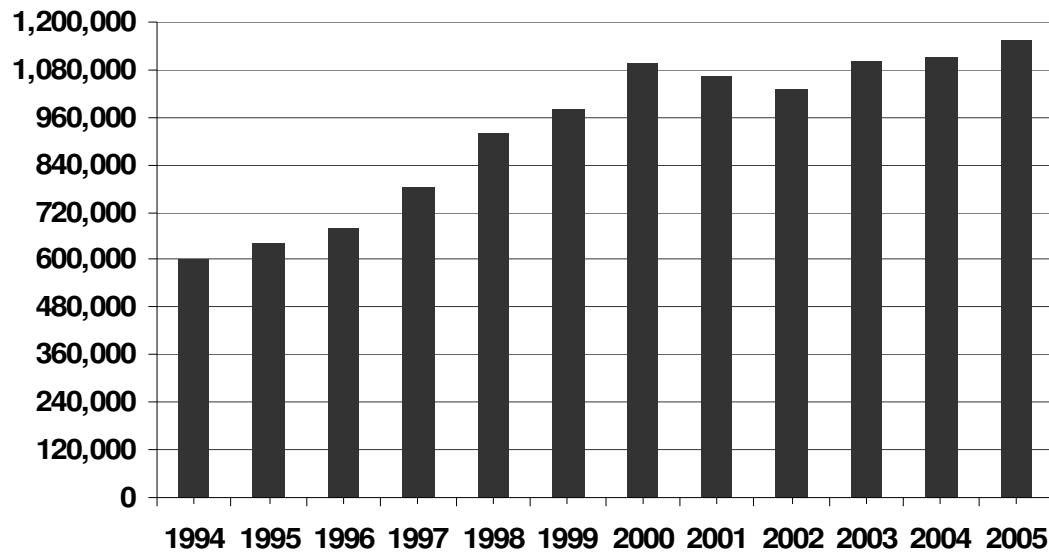
### Wenatchee



### Wishram

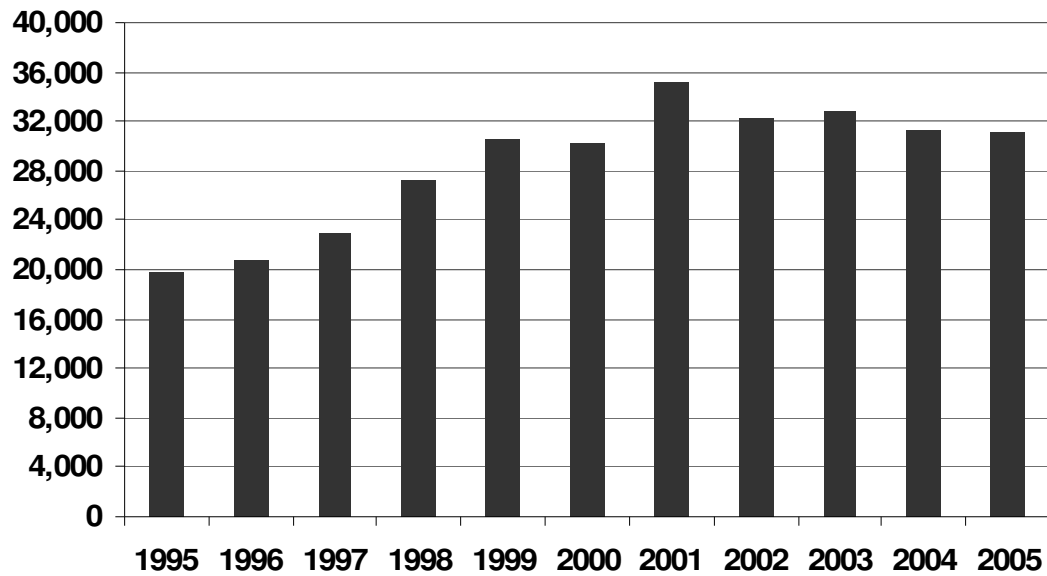


### Total for all Washington State stations

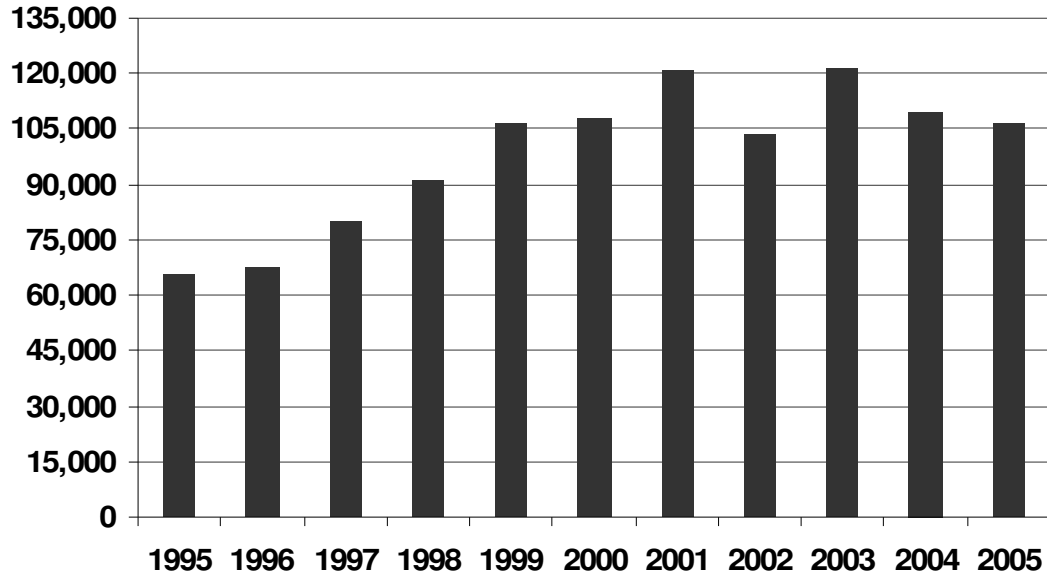


## Oregon State stations:

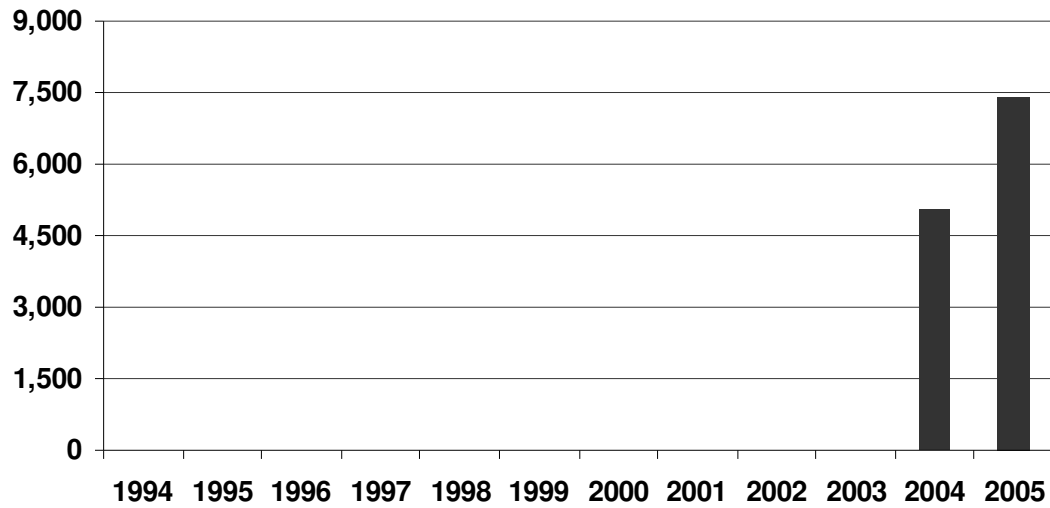
### Albany



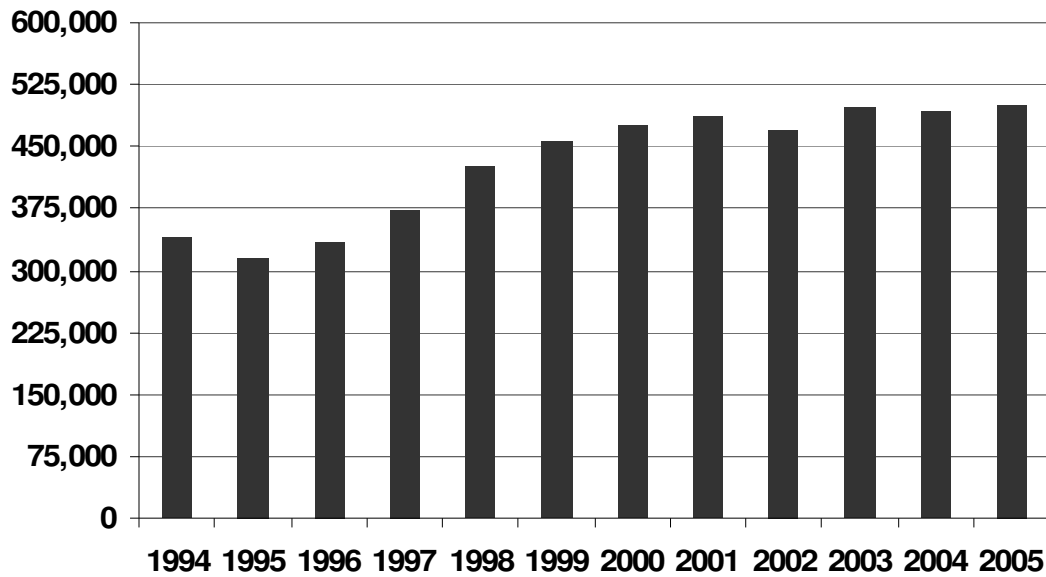
### Eugene



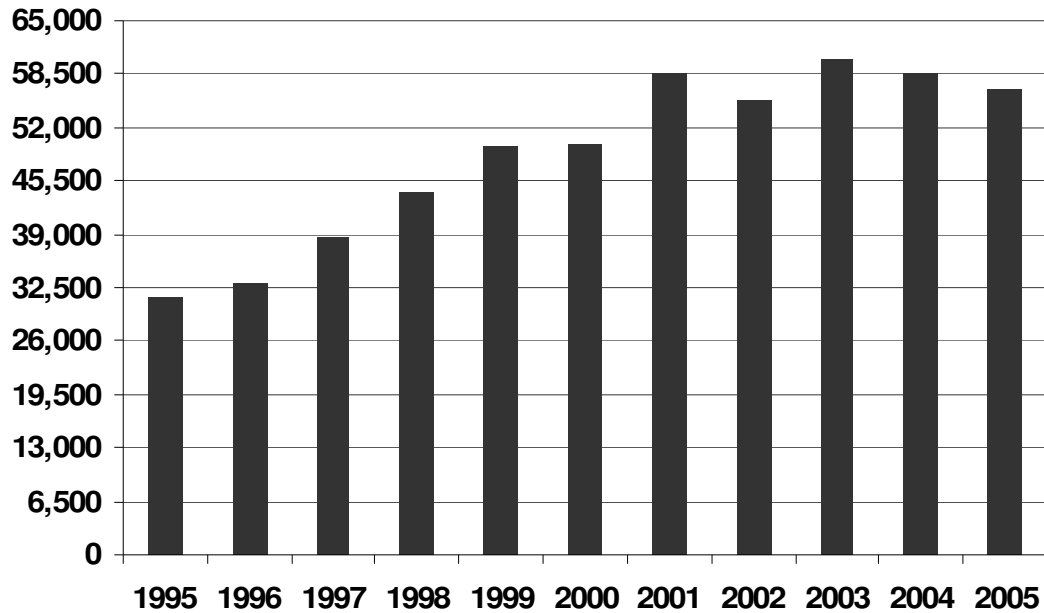
### Oregon City



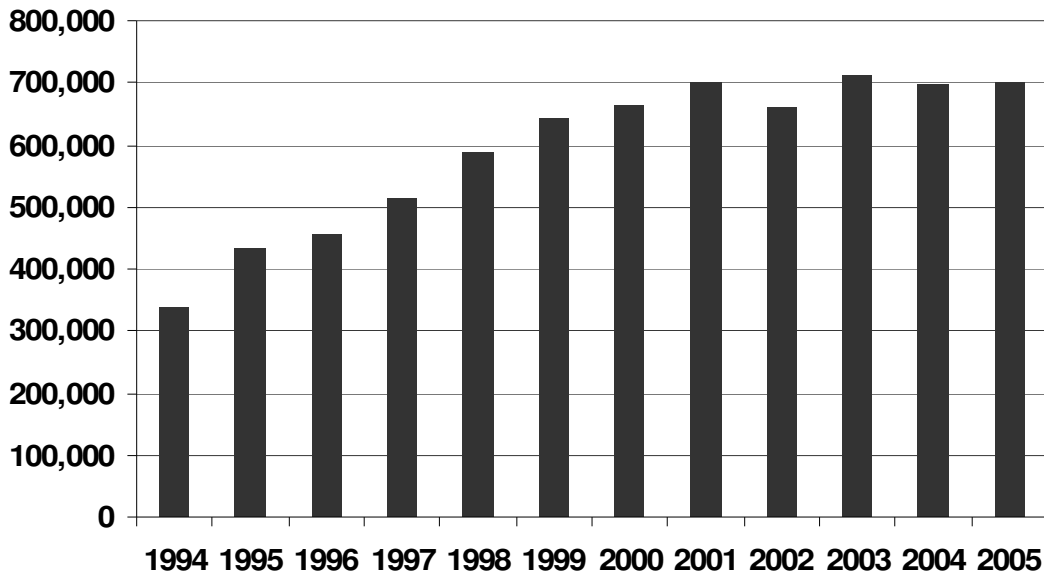
### Portland



### Salem

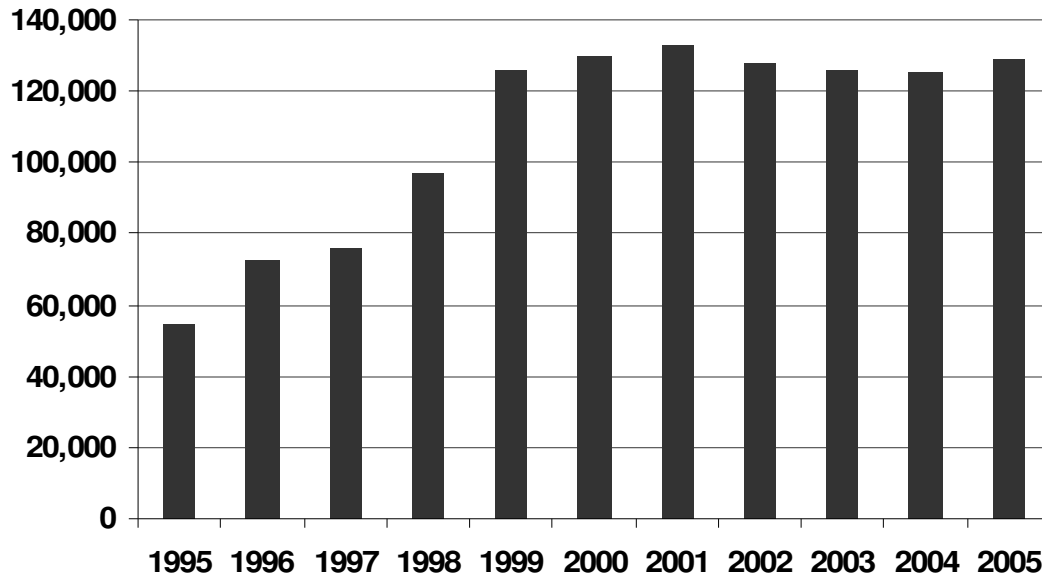


### Total for all Oregon State stations:



## Canadian Stations

### Vancouver, BC



## How has Amtrak Cascades service changed from 1993 to 2005?

Amtrak ridership and station on-offs trend change for a variety of reasons, including:

- the number of trains people can take each day
- travel times between cities
- on-time performance
- ticket prices
- safe, clean, and accessible train stations

Here are some milestones that had a direct impact on Amtrak Cascades ridership or station on-off trends:

### 1993

- Amtrak offered one daily Seattle-Portland round trip.

### 1994

- Washington State sponsored local Amtrak train for the first time.
- Amtrak added second daily Seattle-Portland round trip.
- Washington State leased European Talgo train for temporary use on Pacific Northwest rail service.
- Renovation of Fairhaven Station in Bellingham completed.

## **1995**

- One of two existing Seattle-Portland daily round trips extended south to Eugene.
- First train sponsored by the state of Oregon.
- After a 14-year hiatus, Amtrak Seattle-Vancouver, B.C. service reintroduced in May. Washington State sponsored this daily round trip.
- Restoration of the Kelso Multimodal Transportation Center completed.

## **1996**

- Washington State leased second Talgo train for temporary use in the Pacific Northwest Rail Corridor.

## **1998**

- Third daily Seattle-Portland round trip started.

## **1999**

- New Amtrak Cascades service and equipment introduced.
- Custom-built Talgo trains replace leased equipment.
- New daily Seattle-Bellingham service started. This service complimented existing Seattle-Vancouver, B.C. service.

## **2000**

- A second daily Seattle-Portland round trip was extended south to Eugene. Oregon sponsored this additional service.

## **2001**

- A stop in Tukwila was added to existing service.

## **2002**

- A new Amtrak station opened in Everett.
- Remodeling completed at Amtrak Centralia station.

## **2003**

- Approximately 40 percent of Amtrak Cascades customers booked their trips online.
- King Street Station renovation began to upgrade this 1906 historic treasure.
- WSDOT purchased third Amtrak Cascades trainset to maintain current schedules and pave the way for service expansions.



## **2004**

- Amtrak Cascades began stopping at new Skagit Transportation Center in Mount Vernon.
- Rail Plus program began. Allowed cross ticketing between Amtrak Cascades and Sound Transit “Sounder” trains between Everett, Edmonds, and Seattle, giving commuters more travel options.
- King Street Station renovations continued with improved restrooms, new exterior canopies, better lighting, and a refurbished main entrance at Third Avenue.

## **2005**

- King Street Station renovations continue.
- Quik-Trak ticket machine added to Mount Vernon station.